



Responsibly serving our customers beyond their expectations.

**Office Closures & Important Dates**



November 8th - Veterans Day Luncheon 🇺🇸 🍷  
 November 14th - Team Training  
*Offices Opening Late*  
 November 28th & 29th - Thanksgiving Holidays  
*Offices Closed*



December 6th - Team Training  
*Offices Opening Late*  
 December 20th - Employee Christmas Luncheon  
*Offices Closing Early*  
 December 24th & 25th - Christmas Holidays  
*Offices Closed*



January 1st - New Years Day **2025** 🎆  
*Offices Closed*  
 January 16th - Team Training  
*Offices Opening Late*  
 January 20th - MLK Day 🇺🇸  
*Offices Closed*

**LEVELIZED** *billing*

*Level up your budgeting game by enrolling in our Levelized Billing.*

Our Levelized Billing option spreads your monthly payment amount out evenly to prevent extreme costs throughout the year. However, your amount will fluctuate some each month to reflect an accurate 12 month average.

You can sign up for Levelized Billing at any point during the year, as long as you have 12 months of usage history at your address.

**Please Note:**  
 If you're already enrolled, you do not have to take action!

This option allows you to plan ahead for fun outings with your family and friends and spend less time calculating your monthly budget!

With e-Bill, you no longer have to worry about not getting your bill on time. Using our website, you can sign up for e-Bill after creating an account. You will receive an email each month when your bill has been generated and is ready to view through your e-Biz account.

**ENROLL TODAY!**



We know high energy prices are difficult for our customers, so we want to remind you to prepare for higher winter bills by utilizing conservation tips and tools. Consumer conservation can help reduce bill impacts, so it is a good time to make sure your household is prepared before cold weather hits.

◆ **Maintain Equipment**

Have your heating equipment inspected for proper and efficient operation.

◆ **Change Your Filter**

Inspect, clean, or replace your furnace filter regularly.

◆ **Insulation is Important**

Insulate your water tank and pipes & lower water heater temperature to 120° or “Warm”.

◆ **Keep Warmth Inside**

Close the fireplace damper when not in use.

**Consider an Upgrade!**

Think about installing a tankless water heater that heats water only when you need it! Ask us about our Incentives when you install a tankless water heater!



# Give the gift of warmth

ADFAC has provided assistance to families throughout this region for the past 30 years.

Help your neighbors stay warm this winter by giving them the gift of warmth.

The Project SAFE program offered by ADFAC helps provide temporary utility bill assistance to families experiencing financial hardship. Providing these families with aid helps them get back on their feet again, and donations from ORUD customers make a real difference.

Please consider donating today!

*I would like to give the gift of warmth and help my neighbors in need by donating to Project Safe!*

My check is enclosed \$ \_\_\_\_\_

Name: \_\_\_\_\_

I would like to donate \$ \_\_\_\_\_ each month for Project Safe. Please add it to my monthly bill.

Account #: \_\_\_\_\_

Address: \_\_\_\_\_



**We thank you for having a heart and heating a home!**  
Please return this form with your monthly bill.

**VISIT OUR SHOWROOM** *for all your appliance needs*

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